



Staff Guidance

If you are approached by a customer who asks for Angela or is in distress and needs our support, please follow these steps:



Step 1

Make the person feel safe

Respond calmly and discreetly
Listening: Use active listening and the C.A.R.E. technique
Invite them to our venue's safe space or designated area:

Inform a manager of the situation. If applicable, use our venue codeword to alert radio users in the venue. Our site's codeword is:
If necessary, ask security to ask individual(s) causing distress to leave.



Step 2

Support the customer with their specific concern

Call 999 if it's an emergency or a crime is in progress

Listen to the person and ask them what they need

Ask the customer about what has happened

Support the person to leave safely: what route should you advise them to use?

Provide guidance: signpost the individual to local services



Step 3

Follow up

Record the incident for reference. Our incident book is located:

IMPORTANT

You are not expected to be a counsellor or provide any support beyond the customer's safe exit of the building.

For more information please visit askforangela.co.uk or scan the QR code



**Violence
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Stoke-on-Trent
and Staffordshire

